



M E M O R A N D U M

To: Ruben Garcia, Cluster Manager

Date: June 30, 2009

File No.: 74:FM:02

From: Ernesto Magaña  
Employment Development Department

Subject: **MONITOR ADVOCATE OFFICE ON-SITE ANNUAL REVIEW  
PROGRAM YEAR 2008-2009  
HOLLISTER WORKFORCE SERVICE OFFICE  
FINAL MONITORING REPORT**

This Final Monitoring Report summarizes the California Monitor Advocate Office's (MAO) results of the Migrant and Seasonal Farmworker (MSFW) on-site annual review of the Hollister Workforce Service (WS) office. Mr. Francisco Macias, Associate Monitor Advocate, conducted this annual review from April 14, 2009 through April 16, 2009. We focused our annual on-site review on the full range of employment services, benefits, and protections, including the full range of job and training referral services, counseling, and testing provided to MSFWs.

The MAO conducted this annual on-site review under the authority of all related Federal Regulation, including Title 20 of the Code of Federal Regulation (CFR), Chapter V, Parts 651, 653, and 658, applicable State laws, and Employment Development Department (EDD) Job Service (JS) policies and procedures. Specifically, Title 20 CFR, Part 653.108, requires the MAO to perform ongoing reviews of EDD services provided to MSFWs.

We collected information for this report by examining the Hollister WS office's provision of services, job information sharing, job application taking process, outreach program operation, data collection, agricultural clearance order activity, and JS complaint system. Additionally, we interviewed Hollister WS office's management and staff.

Typically, after the completion of the annual on-site review, the MAO issues a Draft Report to provide the local WS office with an opportunity to formally respond to the MAO's findings and observations. Because the Hollister WS office provided specific responses to address the MAO's observations and findings at the exit conference, Hollister WS office manager requested that the MAO issue this report as the Final Report.

Our annual monitoring review revealed the following findings:

**Finding 1:** MSFW Outreach Activity Budget Under Spent

**Observation:** During the pre-site review analysis, we noted that the Hollister WS office has used approximately 471 hours in MSFW outreach activities between the months of July 2008 and February 2009. Local Hollister WS office manager confirmed that the Hollister WS office has approximately 969 hours allocated for MSFW outreach activity for PY 2008-09.

**Response:** During the exit conference, local Hollister WS office manager stated that MSFW outreach activities are under spent because of staffing shortages and JS Program's inability to backfill vacant positions. Also, the Hollister WS office is in charge of MSFW outreach activity for the Gilroy WS office which requires the Hollister outreach worker to conduct MSFW outreach activity for the Gilroy area that is not charged to Hollister's MSFW outreach activity budget.

**Citation:** 20 CFR 653.107 and Agricultural Services Plan PY 2008-09.

**Recommendation:** The MAO acknowledges the staffing challenges that local WS offices are experiencing throughout the State. However, we recommend that an effort is made to backfill vacant positions so that the Hollister outreach worker can conduct a vigorous outreach of MSFWs as required by federal regulations.

**Finding 2:** Untimely DE 8151H Monthly Outreach Reports

**Observation:** During the pre-site review analysis, we noted that the Hollister WS office submitted a total of nine DE 8151H Monthly Outreach reports from July 2008 through March 2009 to the MAO. Four Monthly Outreach reports were submitted untimely.

**Response:** During the exit conference, local Hollister WS office manager acknowledge that the Monthly Outreach reports were submitted untimely and stated that a shared folder will be created to ensure that all Monthly Outreach reports will be gathered, reviewed, and sent personally by management to the MAO.

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**Citation:** 20 CFR 653.107 (n) and Outreach Manual Chapter 08-00-00.

**Recommendation:** The MAO recommends that the Hollister WS office make every effort to submit the DE 8151H Monthly Outreach reports to the MAO by the fifth working day of the following month by e-mail or mail as required by the MSFW Outreach Manual and Federal Regulation.

Please extend our appreciation to your staff for their cooperation and assistance during our review. If you have any questions, please contact Mr. Francisco Macias at (916) 651-9463

Sincerely,



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Monitor Advocate Office

cc: Diane Ferrari, Division Chief  
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